



### Homeless Services System

11:00 – 12:30

November 17th, 2020

### Minutes

#### Meeting Participation Principles:

- Past Progress – Many diverse, and respected voices have contributed to where we are today.
- Preparation - All background materials, minutes and project updates should be read, prior to meetings.
- Contribution – Every voice is elicited, uninterrupted, and heard.
- Distraction - Mute cell phones, avoid side-conversations, stay on-topic.
- Transparency – Acknowledge mistakes, provide upward feedback, seek differing opinions.

*Co-Chairs: Quinn Donnay (DFCS), Commissioner Charlene Pyskoty (Bernalillo County), Rodney McNease (UNM)*

*Attendees: Carol Pierce (DFCS), Lisa Huval (FCS), Laura Norman (CABQ consultant), Richard (Reed) Russell (AHCH), Cate Reeves (NMPCA), Nicole Taylor (CABQ City Council Policy Analyst), Deiandra Cole (Downtown Block by Block Ambassadors), Brother Nick (Good Shepherd), Joanne Landry (Trumbull Village), Margarita Chavez Sanchez (BernCo), Marit Tully (Near North Valley Neighborhood), Christina Apodaca (Santa Barbara Martineztown), Beth Brownwell (Stronghurst Neighborhood)*

Individual:	Discussion/Action
Welcome and Introductions, approval of minutes	1) Quinn Donnay opened the meeting by welcoming participants, with introductions following. -Approval of minutes from 10.20.20 meeting tabled.
HCC Update, Next Steps <i>Quinn Donnay</i>	2) Commissioner Pyskoty asked Quinn Donnay to review the committee’s next task and expectations from the Homeless Coordinating Council (HCC): <b>to identify a lead entity for each high level strategy, timeline and budget.</b> Lead entity is County, City or UNM. Commissioner Pyskoty asked Quinn Donnay to open the HCC Coordinated Community-Wide Framework on Homelessness document on shared screen, and then <b>the group will go through each element bullet by bullet to complete the first part of this process – identifying lead entity.</b> As an aside, in case time gets away, Quinn Donnay commented that in terms of the neighborhood mitigation strategies section, the City is likely to take lead on all.  Carol Pierce clarified that being assigned Lead Agency/Entity for this step in the process does not mean the agency must do it all. There was consensus and comment echoing this throughout the discussion – lead agency/entity designation does not mean they will execute the strategy or element of the strategy alone. It

means to coordinate and take responsibility for the next steps; be a convener; planning but not necessarily responsible for doing the work.

Several of the bullet points had clear cut lead entities, while others generated discussion before assignment:

**Transportation** in the context of shelter services: Quinn Donnay asked for service providers in the group to share how it works (internal service, contracted out?).

-Brother Nick said that the Good Shepherd does provide transport in house for appointments for their guests, using a 10 passenger van.

-Reed Russell shared that AHCH relies on the community shuttle, gives out many bus passes, and staff attend some appointments with clients receiving case management services.

-Nicole Taylor shared that the community shuttle is through a contract with city. They have bus passes to give out on the shuttle. They have a peer support specialist on the shuttle. Fixed route, but with potential for expansion.

**Coordinated entry** into shelter for families: This was defined as a way to fast track families out of homelessness. Knowing that there are multiple local shelters for families; creating a more coordinated system for families to know where to go.

**Care coordination vs. care management:** These can differ slightly in terms of services provided; depends on the populations within the shelters. For example, some people may not have behavioral health challenges and will just need help/referrals connecting to programs.

**High Fidelity Wraparound:** A process initially designed for systems-involved youth, explained Quinn Donnay, to keep them from falling through the cracks. There were often multiple plans (IEP, Treatment plans, etc) which were different and led by needs of the adults rather than the youth. In high fidelity wraparound, a single person/facilitator brings all the involved bodies together in an effort to create a single cohesive plan.

Strategies to **mitigate neighborhood impact:** As previously mentioned, City will lead on all. Lisa Huval reiterated that the goal is to make sure that people in the shelter, as well as those living and working nearby, are safe.

**Housing:** Since both City and County have strengths and services in housing, both collaborate - but City to lead. Margarita Chavez Sanchez added that County taking lead on social/behavioral issues, and makes more sense that Housing items have City as lead. Same shift to City on SOAR Representatives; neither County nor NM have focus here, so City to be lead.

In follow up to previous discussion around Transportation, Margarita Chavez Sanchez said that UNMH currently pays the County to provide transportation relative to their CARES campus.

**\*\*THE SEGMENT OF THE FRAMEWORK DOCUMENT REVIEWED DURING THE MEETING IS INSERTED BELOW – THE LEAD ENTITY IS NOTED AS PER THE MEETING\*\***

Emergency Shelter Strategies by Population:

- **Shelter for single men**

- Albuquerque Community Safety/first responder drop off point for individuals who want to access shelter - CITY
- Access to basic needs, including 24/7 bed, meals/food, bathrooms, shower and laundry - CITY
- Individualized support to target needs/needs assessment - COUNTY/UNM
- Storage space - CITY
- Housing coordinator, pathway to housing - COUNTY/CITY
- Intensive case management - COUNTY
- Support applying for disability benefits (SOAR representatives) - CITY
- Employment and education support -
- Certified peer support workers, client advocates, community health workers - COUNTY
- Skill building opportunities
- Medical respite - CITY/UNM
- Behavioral Health Crisis Triage area - UNM/COUNTY
- Behavioral health services - UNM/COUNTY
- Substance Use Services - UNM/COUNTY
- Adequate medical personnel inside shelter for shelter residents - UNM
  
- Culturally and spiritually accommodating and affirming space, supportive of LGBTQ individuals, Black, Indigenous, People of Color, etc. - CITY
- Accommodation for pets - CITY
- Medication management - UNM
- Medical clinic - UNM/CITY
- Multipurpose rooms - CITY
- Indoor/outdoor relaxation and recreation spaces - CITY
- Computer lab - CITY
- Transportation to needed services/resources; assistance assessing available transportation resources - CITY/COUNTY/UNM
- Trauma-informed design - CITY

- **Shelter for women and children**

- Coordinated entry into shelter for families - CITY
- Albuquerque Community Safety/first responder drop off point for individuals who want to access shelter - CITY
- Access to basic needs, including 24/7 bed, meals/food, bathroom, shower and laundry - CITY
- Individualized support to target needs/needs assessment - UNM/COUNTY
- Storage space - CITY
- Housing coordinator, pathway to housing - COUNTY/CITY
- “Diversion” or one-shot assistance for families to sustain housing through a crisis/contribute towards housing - CITY

- Child care - CITY
- Playground/play area for children - CITY
- School enrollment support - CITY
- Education and employment support
- Skill-building opportunities
- Medical respite CITY/UNM
- Behavioral health services – COUNTY/UNM
- Substance Use Services – COUNTY/UNM
- Adequate medical personnel inside shelter for shelter residents - UNM
- Culturally and spiritually accommodating and affirming space, supportive of LGBTQ individuals, Black, Indigenous, People of Color, etc - CITY
- Accommodation for pets - CITY
- Medication management - UNM
- Medical clinic – UNM/CITY
- Multipurpose rooms - CITY
- Indoor/outdoor relaxation and recreation spaces - CITY
- Computer lab - CITY
- Transportation to needed services/resources; assistance assessing available transportation resources – CITY/COUNTY/UNM
- Support applying for disability benefits (SOAR representatives) - CITY
- Trauma-Informed design - CITY

- **Shelter for young adults (ages 18-25)**

- Coordinated entry into shelter for youth - CITY
- Access to basic needs, including 24/7 bed, meals/food, bathroom, shower and laundry - CITY
- Albuquerque Community Safety/first responder drop off point for individuals who want to access shelter - CITY
- Storage space - CITY
- Individualized support to target needs/needs assessment – UNM/COUNTY
- Goal to exit individuals from system
- Approach based on engagement: engagement in own life, with community and with family
- Care Coordination - COUNTY
- Behavioral health services - COUNTY
- High Fidelity Wraparound - COUNTY
- Employment and education support – internships with local businesses
- Life skills classes: functional, social, and emotional learning opportunities
- Culturally and spiritually accommodating and affirming space, supportive of LGBTQ individuals, Black, Indigenous, People of Color, etc
- Accommodation for pets - CITY
- Medication management - UNM

- Multipurpose rooms - CITY
- Indoor/outdoor relaxation and recreation spaces - CITY
- Computer lab - CITY

Strategies to mitigate neighborhood impact

In order for emergency shelters and accompanying services to be “high impact,” they must be integrated into the surrounding neighborhoods, and there must be strategies in place that minimize and mitigate any potential negative neighborhood impact. “Neighborhoods” include public spaces, residential areas, businesses, schools, churches, and other institutions.

- Evaluate impacts of any emergency shelters within 5 miles of the proposed location including the possible impacts of proposed services (e.g., food, medical care, case management, substance abuse, drop-in access, 24/7 access) and the population to be served. Evaluation of impact should take into consideration the impact of existing services within the area as well. - CITY
- Create a detailed plan to address community safety concerns for the area around any proposed emergency shelter locations. The plan should address:
  - Consideration of a dedicated public safety district around the shelter similar to the current Downtown Public Safety District - CITY
  - Adequate security needed to keep residents of the emergency shelter and surrounding neighbors and businesses safe. CITY
  - Adequate public restrooms for the area where the shelter is located, including the design, funding and construction of public bathrooms that are open, staffed, and maintained 24/7
  - Increased coordinated street outreach to meet the needs of people experiencing homelessness in the vicinity of the shelter who are not using the shelter - CITY
  - Design, funding and construction of sidewalks and other street improvements that are needed surrounding the shelter and along streets connecting existing and other proposed services - CITY
  - The development and funding of special teams to clean and remove trash daily from areas surrounding the emergency shelter and existing services, including sidewalks, bus stops, store fronts, parks, etc - CITY
  - Investment in public safety infrastructure, e.g., wide, buffered sidewalks, reduced speed limit, lighting, bus stops, etc. around any emergency shelters and existing services to assure the safety of all Policies and services to reduce migration and foot traffic - CITY
  - “Good Neighbor Agreements” between shelter operators and surrounding neighborhoods - CITY
  - Designated phone number for community members to request help and report concerns - CITY
- Dedicate substantial funds to the rehabilitation, redevelopment and investment of the area around any proposed emergency shelter and existing drop-in services within 5 miles. - CITY

	<ul style="list-style-type: none"> <li>○ Dedicate direct economic relief to businesses and residents surrounding any proposed gateway shelter within a mile of the shelter. - <u>CITY</u></li> <li>○ Incentivize businesses to stay in and around the area of the gateway shelters or compensate them for lost business/revenue that occurs due to the emergency shelter - <u>CITY</u></li> <li>○ Create easily accessible and understandable tax abatement, improvement and rehabilitation grants, and other financial relief mechanisms for small businesses located in the area near a homeless facility, and conduct outreach and marketing to those businesses so they are aware the assistance is available - <u>CITY</u></li> </ul> <p>Rodney McNease summarized the process, pointing out that this was an important first step in the next phase. He thanked everyone for going through this process together. This division of duties will allow for more definition around the work.</p> <p><u>Quinn will send out the updated version of this document with lead agencies noted. Also, the updated Framework document will reflect ongoing edits that this committee and others are making to what is a living document. The committee was encouraged to send any feedback to Quinn within the next week.</u> Quinn may group/reorganize into more manageable bites for the lead entities.</p> <p>Next meeting, the second in the three-prong charge from HCC will be done – <b>to prioritize and assign timeframes.</b></p>
Next Meeting:	<ul style="list-style-type: none"> <li>• <b>Dec. 1st, 2020</b></li> </ul>

**Core Documents:**

**CABQ:** Focus Group – People With Lived Experience, Gateway Center Site Ranking Report, Gateway Center Online Survey Report, Gateway Center Public Input Session, Changing the Story document, Assessing Shelter Capacity Report (Barbara Poppe and Stephen Metreaux report), Gateway Concepts document, Medical Respite Community Needs Assessment

**UNM:** UNM Hospitals 2020 Community Health Needs Assessment

**BernCo:** Bernalillo County Healthcare Task Force Recommendations: 2014